

I.	<u>Position Title:</u>	Amphitheater Box Office Manager	<u>Revision Date:</u>	08/13
			<u>EEO Category:</u>	Admin. Support
			<u>Status:</u>	Non-exempt
			<u>Control No:</u>	50776

Under the direction and supervision of the Box Office Manager, accounts for received ticket revenue and is responsible for the general operations of the amphitheater box office.

- Schedule and manage amphitheater ticket sellers for amphitheater events.
- Sell tickets to customers.
- Interface with Community Events Assistant and with ticketing system provider to ensure funds are received and deposited.
- Run sales reports at events and reconcile any discrepancies.
- Maintain accounting of ticket receipts and produce reports for management.
- Order box office supplies.
- Interface with public and responds to customer inquiries.
- Contact outside ticket vendors as necessary.
- Meet certified cashiering standards through City Treasurer.
- Maintain City Treasurer Certification by explaining all outages in writing that are over \$5 each day, balancing 80% of the time in a 30 day period and keeping cumulative outages to less than \$200 in a 3-month period.
- Assist artists with special ticketing requests.
- Interface with house manager to resolve ticketing discrepancies.

- Train box office staff on use of ticketing systems.
- Perform other duties as assigned.

Communication Skills: Interact with other City professionals and technical staff; must have the ability to communicate in a professional and courteous manner with other employees, artists, and the general public.

Tool, Machine, Equipment Operation: Ticketing computers and printers, PC, 10-key and calculator.

Analytical Ability: Must have the ability to gather and report financial and sales data; prioritize tasks; delegate; problem solve; and establish and maintain effective working relationships with employees and the public.

VI. Working Conditions

Physical Demands: While performing duties of job, employee typically handles office equipment, objects, or controls; may frequently bend, stoop or crouch; and frequently communicates with others. Work may involve some physical exertion, the need to sit or stand for long periods of time and some lifting may be required; up to 20 pounds.

Work Environment: Work is primarily conducted at Amphitheater Box Office; box office is air conditioned, but there is exposure to various climate conditions; the noise level in the work environment is usually moderate, but possible increased noise exposure is expected while attending events. The job requires evening, holiday, weekend and some daytime work. Box Office Manager must dress and groom in a manner congruent with the image of Sandy City.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same or similar position. Management reserves the right to add or change duties at any time.

DEPT/DIV. APPROVED BY:_____ DATE:_____

PERSONNEL DEPT. APPROVED BY:_____ DATE:_____